



Horicon Bank's Remote Deposit Scanner Guide For Post-Warranty Scanner Replacement Options

Table of Contents

Post Warranty Scanner Replacement Options	1
Digital Check Scanners Post- Warranty Service Programs.....	2
Accessing Digital Check Post Warranty Service programs	3
Panini Scanners Post- Warranty Service Programs	5
Accessing Panini Post Warranty Service programs	6
Other Post Warranty Services	6

Post Warranty Scanner Replacement Options

There are several post warranty options available for remote deposit scanners in fixing or replacing broken scanners. If you meet the criteria for your manufacturer or the other options available, follow the corresponding steps to get your scanner fixed or replaced.

Digital Check Scanners Post- Warranty Service Programs

<https://www.digitalcheck.com/support/warranty-service/>

Digital Check offers three different service programs for scanners no longer covered by a warranty or replacement program. These service offerings are designed to provide our customers with a choice based upon the urgency of returning the scanner to the field. Model specific pricing is available from your Digital Check Reseller or directly from Digital Check. All repairs come with a 90-day parts and labor warranty.

1. Flat Fee Repair: ~\$256 + Taxes for Digital Check CX-30 ~\$320 + Taxes for TS240

A service program designed to provide factory repair service for those customers who prefer to retain their existing scanner, including those requiring asset tag tracking. Flat Fee Repair service is available for scanners that are no longer covered by their original warranty. Flat Fee Repair typically takes 5 business days after we receive the scanner. *This service is available only for scanners models that are still in production.*

2. Factory Unit Exchange: ~\$320 + Taxes for Digital Check CX-30 ~\$381 + Taxes for TS240

A service program designed to provide a replacement scanner the next business day in exchange for the broken scanner. This program is designed for organizations that cannot wait for their original unit to be repaired and returned to them. Factory Unit Exchange is a flat-rate repair program using overnight shipping of the replacement scanner and standard return ground shipping for the inoperable scanner. *Factory Unit Exchange is available for current production scanner models only.*

3. Time and Materials Repair:

a time and material service program designed to provide factory repair service for those customers requiring repairs on supported Digital Check scanners not covered by warranty or eligible for flat rate repair, such as discontinued models. Time and materials estimates will be based on the parts and labor required to repair the inoperable scanner.

Accessing Digital Check Post Warranty Service programs

1. Go to our web store at: <https://store.digitalcheck.com/> and use the login link at top right.
If you have an existing web store account, you can sign in and use it to submit service requests as well.
If you do not have an account, you will have the option to create one.

Welcome to the Digital Check Webstore! For purchases outside of the U.S., please contact one of our international resellers

Log In or Register

DIGITAL CHECK SCANNERS SUPPLIES

Search for products

Welcome to our new web store!
Take a tour – see what's new
SHOW ME

Contact Us 1-247-440-2230 M-F 9:30 am - 5 pm CST, or use our Contact Form

DIGITAL CHECK

Log In Account Re-Order 0 Items \$0.00

Log In | Register

Returning Customer

Login below to checkout with an existing account

Required *

Email Address *

your@email.com

Password *

Log In

Forgot password?

If you've made Webstore purchases in the past, log in here with your same Digital Check Webstore credentials

New Customer

Create an account and take advantage of faster checkouts and other great benefits.

Required *

First Name *

First Name is required

Last Name *

Company *

Email Address *

your@email.com

We need your email address to contact you about your order.

Password *

Re-Enter Password *

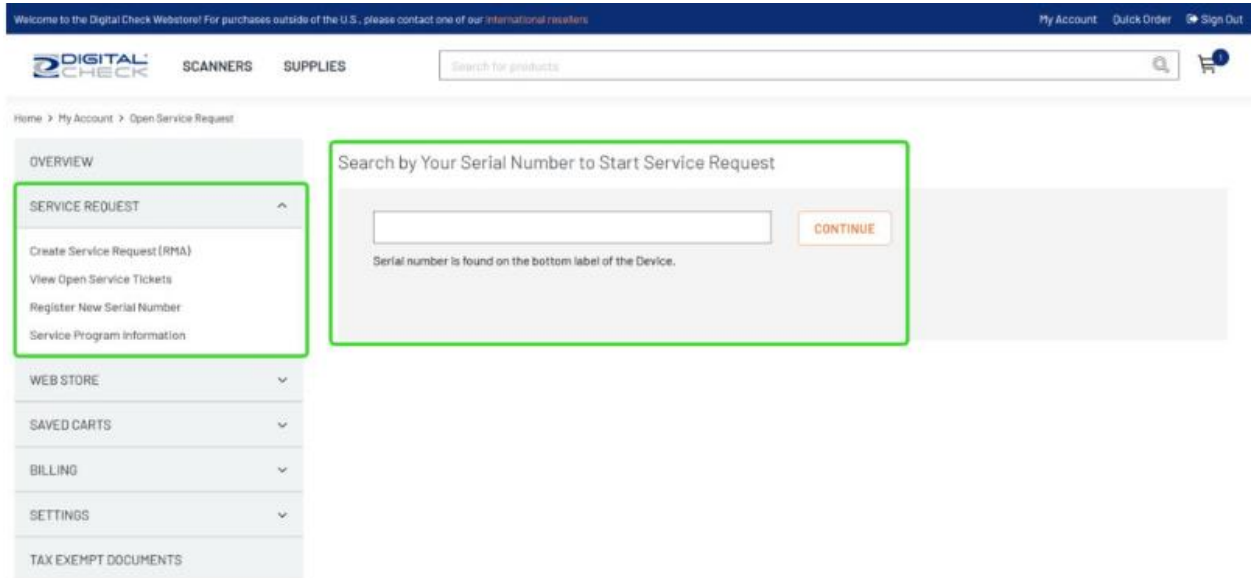
☐ Yes, Please sign me up for Digital Check exclusive offers and promotions

Create Account

If you've never made a Webstore purchase in the past, create a new account.
** All users of Digital Check's Legacy Service Request Portal will require a new registration on the new Service Portal

- From the top right menu, select My Account > Service Request, and click on one of the available options.

This will open the Service page where you can choose from multiple types of requests. Most often Create Service Request (RMA)



- Find your scanner's serial number and enter to start process.

The serial number is generally found on a sticker affixed to the back or underside of the device. You will need it to complete all types of service requests.



- If the serial number is not found, you will see the following options:
Please verify that you've entered the number correctly; if you've mistyped the number, click the "Re-enter..." button and reenter the correct number. If you've entered the number correctly, click the "Continue..." button to continue.
Clicking the "Continue..." button will prompt you to enter "Received From" information with the mandatory fields featuring a red asterisk (*).

Search by Your Serial Number to Start Service Request

Serial number is found on the bottom label of the Device.

Based on the information you entered, our records show that you have an Advance Unit Replacement (AUR) Contract with us. Please click the "Continue..." button below to proceed with submitting your Service Request.

RE-ENTER THE SERIAL NUMBER

Click "Re-Enter" if you've mistyped the serial number (or included extra spaces).

CONTINUE WITH SERVICE REQUEST USING SERIAL NUMBER ENTERED

Click "Continue" if you would like to continue with request with the number you've entered

*By clicking continue you have acknowledged that you have read the terms of service below.

Part Number: 15300D-02
Warranty Contract Type: Advanced Unit Replacement
Warranty Contract End Date: 12/31/2023
Click here to learn about **Service Program Details**

- If the serial number is not found or out of range, you will need to purchase a new or refurbished scanner. Information about purchasing remote deposit scanners can be found in the purchasing guide (<https://www.horiconbank.com/tm.html>).

Panini Scanners Post- Warranty Service Programs

<https://www.panini.com/warranty-maintenance-terms/>

- Panini Direct Maintenance ("Program"):**

An optional program that provides protection and coverage which exceeds that which is provided under the Panini OEM Limited Standard or Extended Hardware Warranty. The Program does not apply to Panini Devices that are not covered under the OEM Hardware Standard Warranty. The Program is subject to the terms, conditions, limitations and restrictions of the Panini OEM Limited Hardware Warranty program. All prices for Direct Maintenance are provided separately.

- Advanced Unit Exchange (AUE):**

is provided as an integral and value-added component of the Program. There are four service levels for Customers to choose from:

- Priority AUE**

provides Customers with enhanced maintenance and repair services and eliminates delays by providing an exchange unit in "Panini certified" (i.e. Like new, reconditioned/manufactured devices with latest firmware/software onboard) condition, which will be sent within 1 business day with free two-way shipping. Under the Priority AUE, Customers will receive a 15% Scanner Care Subscription discount, monthly maintenance reminders, and unlimited repairs. At no additional fee.

- Standard AUE:**

provides Customers with enhanced maintenance and repair services and eliminates delays by providing an exchange unit in "Panini certified" (i.e. Like new, reconditioned/manufactured devices with latest firmware/software onboard) condition, which will be sent within 2 business days with free one-way shipping. Under the

Standard AUE, Customers will receive a 10% Scanner Care Subscription discount, quarterly maintenance reminders, and unlimited repairs.

c. Essential AUE:

is designed to provide the most critical aspects of Priority AUE while helping organizations reduce maintenance expenses. Customers receive an exchange unit in “Panini certified” (i.e. Like new, reconditioned/manufactured devices with latest firmware/software onboard) condition, which will be sent within 1 business day with free two-way shipping. Under the Essential AUE, Customers also receive a 5% Scanner Care Subscription discount, quarterly maintenance reminders, and unlimited device repairs.

d. Depot Service:

is a service level that allows Customers to rely on a flat fee for Device repairs. Customers will receive a repaired Device within 10 business days, but expedited shipping is also available at the Customer’s expense.

Accessing Panini Post Warranty Service programs

1. A Return Material Authorization (RMA) number must be obtained from Panini prior to the return of units for service. Units returned without an RMA number will be refused. RMA numbers can be obtained online by visiting <https://www.panini.com/rma-repair-ticket/>
2. RMA requests received prior to 4:00 p.m. ET will be processed that same day. RMA requests received after 4:00 p.m. ET will be processed the following business day.
3. The serial number used to generate the RMA must match the unit received by Panini. Failure to return the correct Device may result in incorrect tracking and billing. The Device must be returned to Panini in the original shipping container (or suitably packaged). Shipping materials that are used with the AUE unit may be re-used for return of the defective Device.
4. If an RMA was requested and a Device issued, but the defective unit has not been received by Panini within 5 business days after the AUE shipment, Panini will issue an invoice for the AUE unit provided at the lower of the then current list or contract price.
5. If the serial number is not found or out of range, you will need to purchase a new or refurbished scanner. Information about purchasing remote deposit scanners can be found in the purchasing guide (<https://www.horiconbank.com/tm.html>).

Other Post Warranty Services

- Unilink-
 - go to www.unilinkinc.com and click “service portal”
 - All repairs come with a 90 day warranty and you receive the same scanner back. Unlinks repair process is a use when needed, no contract service.
 - Cost:
 - The average repair cost for a multi-feed check scanner is \$140 + freight
 - The average repair cost for a single feed CX30 is \$100+ freight
- Benchmark

